

TITLE: Administrative Supervisor

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DEPARTMENT: VariousREPORTS TO: VariousSUPERVISES: Administrative support positionsDEFINITION:

Performs a variety of supervisory responsibilities requiring an in-depth understanding of office programs and procedures to ensure the efficient and effective operation of administrative support activities for a division/department.

DISTINGUISHING CHARACTERISTICS

The Administrative Supervisor classification is distinguished from the Program Supervisor classification by primary responsibility for administrative support functions. The Program Supervisor classification is responsible for the operation of a defined, technical program area, which may include administrative support functions also.

This is a full supervisory classification. Assistance is not readily available from supervisor(s). This classification is fully responsible for the end results of its area of assignment. The Administrative Supervisor is expected to resolve complex and unusual problems and issues. Typically reports to the department director or division manager.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises the administrative support personnel and activities for a department/division.

- Makes hiring, discharge or discipline decisions for area of assignment.
- Plans, schedules, assigns, supervises and evaluates the work of assigned employees.
- Conducts performance evaluations of subordinates.
- Provides training as needed.
- Oversees maintenance of department/division equipment and supplies.

Establishes procedures and rules for area of assignment.

- Creates, updates and implements office procedures, programs and rules.
- Implements departmental/City policies, procedures and programs.
- Ensures efficient and effective office operations; Develops ways to improve efficiencies as needed.

Coordinates development and ongoing maintenance of the budget.

- Writes budget package narratives.
- Prepares budget proposal for area supervised; May also compile budget for other areas.
- Ensures budget information is submitted on schedule and in proper format.
- Monitors budgeted funds and tracks and analyzes expenditures throughout the year.
- Provides special and standard reports regarding budget status; Makes recommendations regarding changes.

Coordinates development and updating of Management Plan.

- Ensures management plan information is submitted on schedule and in proper format.
- Reviews management plan throughout the year and recommends quarterly updates.
- Contributes management plan ideas for area of responsibility.

Performs complex administrative support activities.

- Provides support services for the department director.
- Ensures proper processing of confidential and official materials and documents.
- Oversees Council agenda scheduling, packet preparation/distribution and related activities.
- Tracks a variety of data; Performs research, produces reports and makes recommendations based on data.
- Provides information to employees and the public regarding City and/or departmental policies and procedures; Resolves complex problems referred by staff.
- Maintains complex electronic and/or manual filing systems.

OTHER JOB FUNCTIONS

Provides backup to other staff as needed.

Performs other related duties as assigned.

WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk and traveling to various sites. Occasionally may be required to lift office supplies and equipment weighing up to 25 lbs.

QUALIFICATIONS:

Knowledge of:

- Effective supervisory practices and techniques.
- Thorough knowledge of office practices, procedures, and equipment.
- Advanced level knowledge of word processing, database, graphic and spreadsheet software.
- Standard business English usage, spelling, grammar, and punctuation.

Ability to:

- Plan, schedule, assign, supervise and evaluate the work of subordinate employees.
- Provide effective training to employees.
- Apply standard office practices and procedures to the specific area of assignment.
- Analyze office practices and procedures to improve efficiency and effectiveness.
- Maintain complex files and other record keeping systems.
- Implement and maintain standards of customer service.
- Communicate effectively, both orally and in writing.
- Establish effective working relationships with employees, vendors, representatives of other governmental agencies and the public.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D, supplemented by college level courses in office management or equivalent training and five or more years of progressively responsible administrative support experience, including supervisory experience, preferably in the public sector.

Licenses, Certificates, and Other Requirements

A valid driver's license.